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November 3, 1999

Mr. Mark Frei
West TeleServices Corporation
11808 Miracle Hills Drive
Omaha, NE 68154

RE: New Patent Application
For: INTERNET ACCESSIBLE VOICE VERIFICATION SYSTEM
Lyon & Lyon Docket 241/148

For: EMPLOYEE SCHEDULING AND SCHEDULE MODIFICATION
METHOD AND APPARATUS
Lyon & Lyon Docket 233/265

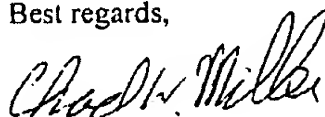
Dear Mark:

This letter is in follow-up to the two above-referenced patent applications we prepared on behalf of West Teleservices.

Recently David Murphy of Lyon & Lyon spoke with Mr. Mussman and was given approval to file both applications. Accordingly we intend to file these applications on Monday, November 8, 1999.

Please convey any changes you have to these applications prior to our filing date. Do not hesitate to call me if you have any questions.

Best regards,



Chad W. Miller

CWM/am

cc: David B. Murphy

OC-37730.1

EXHIBIT G.